Cambridgeshire County Council

Bi-monthly magazine for all employees

countywide

March 2010 | Issue 32

TOUGH DECISIONS, DECISIVE ACTION

2010/11 Integrated Plan

District Guide
A countywide tour of Cambridgeshire
centre-pages

Spring into action

○ bright ideas ○ time to talk ○ building progress ○ maintaining momentum
○ fit for business ○ diary dates ○ rounds of applause

countywide

delivery

countywide is produced by the Communications Team for all employees of Cambridgeshire County Council. **Don't get a copy, or receive too many?** Let us know.

countywide online
http://camweb/cd/countywide

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abbreviations

CCC	Cambridgeshire County Council
CYPS	Children and Young People's Services
ECS	Environment Services
CAS	Community and Adult Services
CD	Corporate Directorates

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Reader emails

Dear Countywide,
I was thrilled to read of the bats in Shelford Library (Countywide, January 2010).

Groomfields has maintained the grounds there for years and it is great to hear the bats are safe. On a similar note we have installed a barn owl box at our Caxton Depot. It is not in use yet but we are hopeful. **Tim Jenkins, Groomfields**

■ Do we have any more wildlife living in and around our buildings? Send in your photos and stories.

We want to know what you think, feel and want in order to make YOUR magazine more about YOU and your time at Cambridgeshire County Council. Just email countywide@cambridgeshire.gov.uk and the sender of each email we feature will be sent a countywide goody bag.

February's countywide placement – Jon Jon Penney, Communications Co-ordinator, ES. Read his diary on CamWeb, type 'countywide placement' into the search box.

Would you like to help produce an edition of countywide? Contact Sally Carroll, Internal Communications Manager on 01223 699284.

Our strategic objectives

- Managing and delivering the growth and development of Cambridgeshire's communities
- Tackling climate change
- Enabling people to thrive, achieve their potential and improve their quality of life
- Supporting and protecting vulnerable people

Our service delivery principles

- Delivering high-quality effective and efficient services
- Listening and being responsive to the needs of Cambridgeshire's communities
- Working in partnership to achieve a shared vision for Cambridgeshire

Our vision

- Creating communities where people want to live and work now and in the future

EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT
POSITIVE ABOUT DISABLED PEOPLE
Stonewall TOP 100 EMPLOYERS 2010
INVESTORS IN PEOPLE | Silver
Beacon Authority
2009-2010 Cutting red tape
2006-2007 Delivery of Quality Services Through Procurement Waste and Recycling
2005-2006 Asset Management

Leading columns

Cllr Jill Tuck

Leader of the Council

Councillor Jill Tuck

"We are still investing in priorities – repairing the roads after the worst winter for decades, and investing in new school buildings."

"Setting this year's council tax and agreeing our Integrated Plan was one of the most challenging tasks I have ever undertaken as a politician.

There's no doubt that public services are facing the bleakest prospects in terms of Government funding for decades.

And it seems clear that councils will be expected to bear the brunt of the certain reductions in public spending brought on by the global financial crisis.

We've had to perform a balancing act between protecting services which matter most to resident, and those for our most vulnerable residents, with keeping our council tax increase at an acceptable level.

Our budget consultation this year told us that the largest proportion of people surveyed would prefer to pay an increase of £30 a year in council tax, to limit the worst effects of cuts on services.

Our band D increase this year is just over £30, and although there will be cuts, we have been able to limit the worst impacts.

We are still investing in priorities – repairing the roads after the worst winter for decades, and investing in new school buildings – **see pages 6-7**.

What is no in doubt though is that we will be a very different council in five years time. That is the period our Integrated Plan covers, and we are planning ahead with good reason. There is unfortunately every chance that the financial climate for public services will worsen before it improves.

The very different Council we will be running will be working more collaboratively in partnerships, targeting services more effectively, commissioning more services and investing more in helping communities to help themselves. And yes, we will be a smaller authority with fewer employees.

Projects like Local Government Shared Services and Making Cambridgeshire Count are blazing the trail toward these new ways of working. I am looking forward to reporting back to you on their progress over the coming months."

Jill Tuck

Mark Lloyd

Chief Executive

Mark Lloyd

"Within the challenges and the need to transform services there are also enormous opportunities."

"Anyone who knows me will know I am a keen consumer of the media.

Cuts to services, job losses... and here in Cambridgeshire, the ongoing delay to the guided bus...there hasn't been much cheer in the headlines.

I was struck by a map published in the Independent recently, which illustrated the national picture. It was quite stark – across the country councils are looking to become leaner, as we are in Cambridgeshire.

Over the next five years, we will need to reduce the Council's employee complement by around 300 posts out of around 6,500. The majority of that reduction will take place over the next two years.

It will be hard. Roles and responsibilities will change, as the Council changes to meet the challenges ahead.

What I can say though is that redundancies will be a last resort – redeployments, retirement and natural wastage will account for the majority of the reduction.

Within the challenges and the need to transform services there are also enormous opportunities.

The response from employees to the Efficiency Bright Ideas suggestion scheme we showcased in the last issue of Countywide was superb.

More than 200 of you sent in your ideas and we are now working out which ones we can take forward first – **see page 4**.

If we are going to be innovative as a Council, ideas from the frontline and middle managers are going to be every bit as important as those from senior managers.

Collaborating with our partners in Local Government Shared Services and through Making Cambridgeshire Count (MCC) on innovative ways of meeting community needs is another essential area of delivery. I am really pleased that all of our public service partners are going to be involved in the eight key projects which have been selected in some shape or form – **see page 4**."

Mark Lloyd

Making Cambridgeshire Count: Maintaining momentum

Making Cambridgeshire Count (MCC) is bringing together leaders and influencers from across Cambridgeshire to refocus our approach to public services.

What's happened?
Eight projects have emerged from MCC, all of which are now being taken forward.
They are:
1. Public service redesign
2. Making assets count
3. Community co-production for older people
4. Tackling inequalities
5. Tackling domestic abuse
6. Working with Gypsies and Travellers
7. Sharing services
8. Places pilot in Arbury and a rural area

Each organisation's involvement in the projects is according to their priorities, with every partner committing to involvement in at least two.

What now?
The momentum of MCC continues to build with the imminent launch of Phase 2.

Phase 2 will focus on project based workshops. Once established our new teams can forge ahead and turn the project proposals into innovative and changed ways of working.

Making employees count

There was a caffeine-fuelled flurry of activity round the county as employees from all the organisations took advantage of a 'cuppa and chat' at drop-in roadshows. At these events employees asked questions about the individual projects and signed up to a community of practice to stay up to date with the Making Cambridgeshire Count initiative.

If you missed CCC's event but would still like more information contact/visit CamWeb, type 'Making Cambridgeshire Count' into the search box.

Efficiency bright ideas: what now?

At the end of last year our Strategic Management team invited ideas on how to address our financial shortfall, ahead of CCC making its budget decisions for the next 2010/2011 financial year.

An online Efficiency Bright Ideas forum was set up and the ideas flooded in – you can read them all on CamWeb – go to http://camweb/HaveYourSay/efficiencyideas/latestideas/

Corporate Directors have looked at every idea, grouped them and worked on feedback. That feedback has gone out to other Directors, Heads of Service and managers across the authority for further consideration.

Given the sheer volume of ideas it's going to take time to work through them all – but wider feedback is planned, online and via future editions of Countywide and your Service emagazines.

Here's a taster:

■ **The heating could be turned down; it is far too hot at the moment in Shire Hall. Too many lights are on in the corridors and toilets; particularly during daylight hours.**
"The heating system is quite old, but now the decision has been taken to stay on the Shire Hall campus (see page 15) we will review all heating and lighting systems. Employees can make a contribution to reducing energy by switching off lights, monitors etc."

■ **Two words: Unitary authorities**
"The MCC programme is not looking at local government reorganisation, but is looking at new ways to deliver more innovative services in partnership, at a reduced cost."

■ **Stop hospitality for all i.e. no lunches provided for training/courses for example. Maybe just provide tea/coffee only for all meetings.**
"There has been a reduction in catering for internal meetings already."

■ **Stop producing paper copies of Countywide.**
"Minimal numbers are printed and the cost is largely met through income from external advertisements. Feedback also indicates that many employees prefer the paper copy, and some employees do not have access to online information.

Are **YOU** a **UNISON** member?

Membership isn't automatic – you need to apply.

Over recent months UNISON has seen more non-members calling the branch office for assistance and support. Unfortunately, they are unable to provide help to anyone who is not a paying UNISON member. Many callers seem to be unaware of this and some people have assumed that membership is automatic.

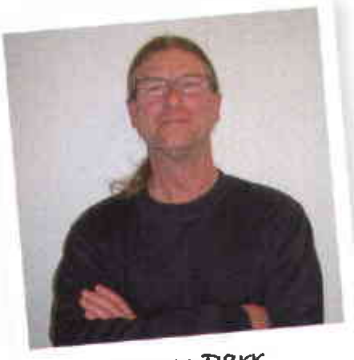
UNISON, along with most other unions, operates certain rules to stop people only joining when they have current issues and problems.

Terry Parr, UNISON Branch Secretary explained, "A simple analogy is that you cannot get any insurance after the event. A new UNISON member cannot get access to full membership benefits like legal representation until four weeks have passed from us receiving their application form into the branch office.

"Our resources and time are limited and we have UNISON members who have been paying subscriptions for a long time, so to devote any attention to non-members or members who have just joined would be unfair. We, like most organisations, have to prioritise our work to make sure that paying UNISON members are getting the service they expect and deserve.

"We instinctively want to help and support as many people as possible, especially in these current times of recession and financial uncertainty, but we are unable to do so unless they are a current and paying UNISON member."

Cambridgeshire County BRANCH
UNISON



Terry Parr

If you think you might require help and support from UNISON, but are not a UNISON member, make sure you get a UNISON application form into the branch office as soon as possible. To download an application form and to find out more visit CamWeb and type 'UNISON' into the search box.

Someone to talk to

With tough financial times ahead for the public sector, many employees could find themselves under increasing pressure. CCC has services available to help you cope.

Too much stress at work or in your personal life is bad for you. It is not a normal part of life and can affect your performance at work. There is a clear difference between challenge, stimulation, pressure and stress.

A certain amount of pressure and challenge may be stimulating but stress, especially if it is prolonged, can cause serious health problems.

There are many different symptoms of stress, which can include physical, emotional or behavioural effects. Things like headaches and sleep problems, to anxiety and depression, even eating or drinking more can be a symptom of stress.

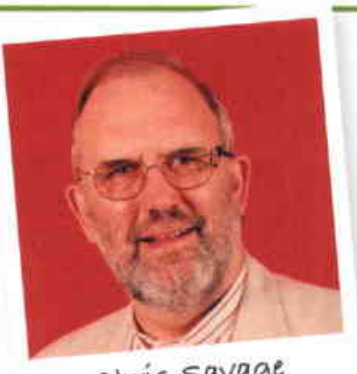
Counselling

At sometime during your life you may be under pressure either from home or from work. Sometimes counselling is a way to help you start to deal with your problems.

The Staff Counselling Scheme is available to all employees to support people who feel under pressure. Experienced and well-qualified counsellors provide the service and all are accredited. Counsellors offer an impartial and totally confidential service.

First contact should be made with your HR officer. You will not be asked to give any details of your problem/situation and you will not even need to give your name.

Visit CamWeb for further information and type 'counselling' into the search box.



Chris Savage

Chaplaincy

A chaplaincy service is available to all CCC employees. This is provided by Canon Chris Savage from Chaplaincy to People at Work. This is a charitable trust representing churches of all denominations working together to provide chaplaincy to people of all faiths and none in their work places.

Chris visits the Bailey Rooms, Cambridge on the third Thursday of the month between 12.30 and 2pm. He provides an informal service and welcomes anybody that wants to chat.

Chris will be visiting on these dates:

- **Thursday** 18 March
- **Thursday** 15 April
- **Thursday** 20 May

INTEGRA

Tough decisions, decisive action

The most challenging financial climate for decades is the stark backdrop to the County Council's Integrated Plan for 2010/11.

CCC needs to become leaner and more efficient to deal with a 20% cut in its spending power over the next five years.

The overall budget for services in the county next year is £339.4 million, up 3.5 per cent, but it does not include day-to-day costs of running schools, which is met by the Government.

Plans to cut spending by £95.5 million over five years were approved at a meeting of Full Council on Tuesday 16 February. An alternative budget proposed by the Liberal Democrats was rejected.

Why do we need to make cuts?

Inflation, an increasing population especially among the older population, additional demands on services and the anticipated sharp reduction in Government funding have all created huge pressure on the Council's budget.

What are we doing about it?

CCC has risen to this challenge with an Integrated Plan which responds to the priorities of residents and a budget which will:

- create a leaner Council which targets services to those who need them most
- continue to support communities and focus on residents' priorities.
- transform services to make them more efficient.

Over the next five years the Council will need to find funds to meet £48m of inflation pressures, £55m of demand pressures as the population increases, as well as cope with a reduction in Government funding of £4m.

Council tax increase

In order to stave off the worst effects of the funding pressures and protect essential services, a 3 per cent council tax increase for 2010/11 is proposed. This is the second-lowest increase in the past ten years. The increase will add £30.51 a year to average Band D property bill, bringing it to £1,047.78.

Even with the proposed increase, the council tax bill for CCC services in Cambridgeshire would still be among the lowest in the country.

What changes

Wider changes in how services are delivered centre on a more efficient and targeted approach, but one which remains in line with the services which matter most to residents – education, social care for adults and children and highways.

Children and Young People Services (CYPS)

The CYPS budget, which is £82 million next year, will be reduced by 2.1 per cent over five years. However, there is £16 million to fund extra primary school buildings.

A fundamental redesign of services will put an even greater emphasis on those most in need. The key elements are a commitment to the most vulnerable children, retaining safeguarding as a priority, a reduction in back office and management costs and increased focus on services to prevent the need for social care crisis intervention.

Community and Adult Services (CAS)

There is a £3.8 million reduction in the adult social care budget, which includes support for elderly, disabled and mentally ill residents, in 2010/2011.

Services are being redesigned to focus on early intervention, which prevent older and vulnerable people needing more costly complex support. Changes in the way rehabilitation is provided to new clients are proposed. Resources have also been allocated to deal with other underlying pressures in older people's services, with a shift toward prevention.

Spending on libraries will fall by £1.1 million next year. Options under consideration for transforming the way library services are delivered include exploring a regional approach to 'back office' services (eg book buying and IT), and exploring the benefits of trust status. Some cuts and changes will be made to current services, so, for example, mobile library visits would be less frequent – see page 8.

TED PLAN

will we see?

Environment Services (ES)

In environment services, there will be savings from making more economical use of road materials, smarter working practices and changes to working structures.

There is some additional investment in the Council's plans including a £3 million potholes and road maintenance 'pot', created to deal with the worst effects of the extreme winter weather this year, with the money to be spent over a three year period.

Corporate Directorates (CD)

Cutting red tape and bureaucracy is at the heart of proposals as the Council becomes leaner over the next five years.

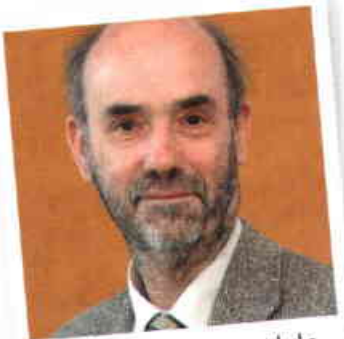
Reducing support services and overheads at the corporate centre through making better use of IT, reducing business miles, better contract management and driving down the cost of bought in goods and services are included in the proposals.

Cllr Jill Tuck

Cllr Jill Tuck, Leader of CCC, said: "The next five years contains the bleakest outlook for public services nationally for decades. Dealing with those longer-term pressures, painful though they are, is at the heart of our Integrated Plan and is one of the most challenging tasks we have ever had to undertake.

"But the net result is a budget proposal which ensures services are targeted toward the most vulnerable, is guided by residents' priorities, and will make the Council leaner by reducing bureaucracy. This is a balancing act characterised by a host of tough choices."

> "CCC has approximately 6,500 posts, excluding schools. It is anticipated that the Council's workforce would shrink by around 300 posts by 2012/13, though the number of actual redundancies is expected to be far less."



Cllr John Reynolds

Cllr John Reynolds, Cabinet Member for Resources and Performance, said: "This is not a situation of our making, but is one we have to respond to. The Central government's bailing out of the banks has left public services shouldering a heavy burden, with a huge debt to repay. Cambridgeshire only received an average grant settlement this year. The public have had to tighten their belts and so must councils. But as well as becoming leaner, we have to do all we can to protect essential services.

"I believe our budget proposals have achieved the right balance – targeting services to those who need them most, delivering on residents' priorities, and cutting bureaucracy.

"We have to strike a balance between protecting essential services and keeping the council tax increase at a minimum, which we have done."

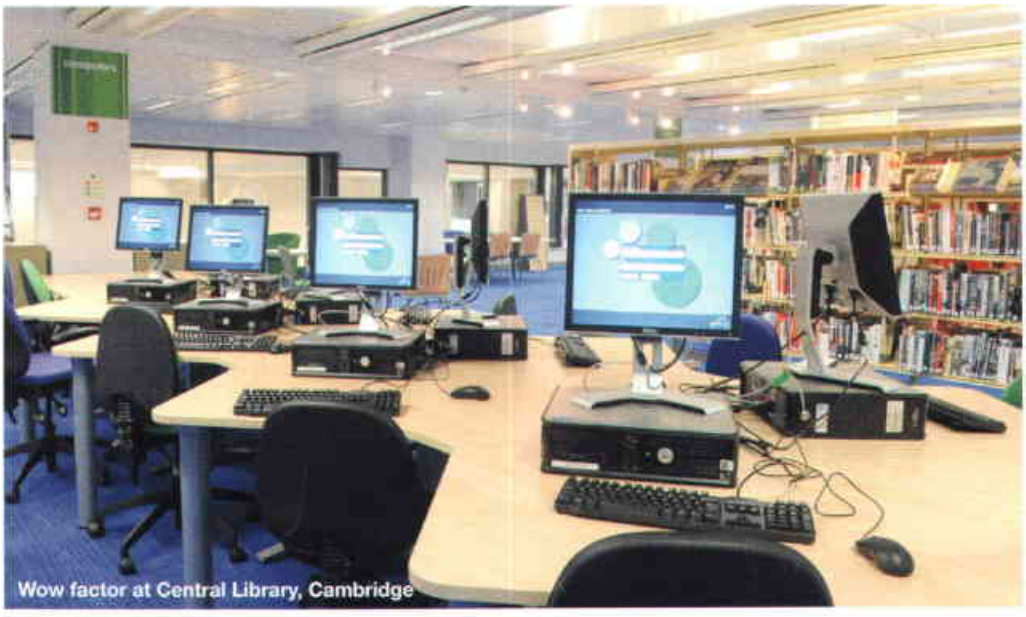
> "The next five years will mean tough times. Inevitably some services will be delivered differently and some will reduce."

New chapter for library services?

The library service in Cambridgeshire is turning the page as options are considered for transforming the way services are delivered.

Over the next five years a strategic review of the library service is planned. It will include:

- examining whether back office services, such as IT and book-buying, could be pooled with other neighbouring councils
- seeing if library buildings could be run more cheaply
- reviewing Library Access Points, our network of community based library services, run by volunteers, in locations like community centres
- possibly handing over the running of the library service to an outside body, such as a trust. This would involve setting up a separate organisation, with a board of trustees, to take responsibility for running the libraries.



Wow factor at Central Library, Cambridge

abc of library services

- The new Central Library in Cambridge opened last September – and saw 17,000 visitors in its first week of operation.
- Central Library is the first public library in the country to include a British Film Institute Mediatheque, a special collection of historic films.
- Central Library holds 100,000 books and 2,500 DVD's.
- Central Library has Wi-Fi access throughout and 60 internet terminals.

Rod Craig

Rod Craig, Executive Director: Community and Adult Services said:

"We have been looking at the library service over the past few months, in preparation for the financial difficulties the Council is now facing. Our main concern is to ensure people still have the best library service possible.

"We need to save about £2 million from libraries over the next three years, but want to avoid closures. First, we need to make things more efficient. We're working with other local authorities, with funding provided by the Government Office, to see if we can pool things like book buying and IT.

"A trust has a different status to a council and would have access to better sources of funding. It might even be possible to put our adult learning services under the auspices of the trust too – and a trust could perhaps run services in neighbouring areas."

> "Our new library facilities are so successful. People have been wowed by them"

SHARE your love of reading

Remember the last good book you read? Books offer so much – escapism, knowledge, education, fantasy, relaxation, pleasure. For many of us it's easy to find books we'd like to read; but some people struggle to get to a library because of health or mobility problems.

The Doorstep Service offered by Cambridgeshire Libraries and a team of volunteers makes sure all readers have access to library materials.

Volunteers visit housebound readers once a month. They take a fresh supply of standard print, large print or talking books – and a friendly visit at the same time.

More volunteers are needed throughout Cambridgeshire. You can volunteer to help The Doorstep Service by emailing anne.evans@cambridgeshire.gov.uk or calling 01480 375023.

NEW skills, hours to suit

Support disabled children and young people to achieve their full potential.

The Community Support Service is recruiting relief support workers across Cambridgeshire to help disabled children and young people either in their own homes or in the community.

Becoming a relief worker offers great rates of pay, excellent training and development opportunities. And – you can fit it in around your lifestyle.

The work is mainly at evenings, weekends or during school holidays. You can gain new skills and choose how many hours you want to work, fitting these in around your existing commitments.

The service encourages and promotes the independence and self-confidence of disabled children and plays a key part in assessing and managing risk in relation to their care.

Plenty of energy is required; a child-centered, inclusive approach and a creative way of working.

If you would like more details please call 01480 376476 or visit www.jobsincambs.com

Many employees have already taken up this opportunity and relished the challenge:

"Community support is a rewarding career. The children and young people have fun and are safe. It is very enjoyable."

"The satisfaction I get from knowing the difference I can make to the children and their families is phenomenal."

"I feel that as a relief worker you can make a difference to a young persons life. It is a great way to gain experience and knowledge. It can be flexible to fit around family needs."

Star Wars comes to Yaxley

The force was with young people in Yaxley when Star Wars actor Warwick Davis re-opened the village's newly refurbished youth centre.

Yaxley Youth Centre is now open several times a week. For information about opening times and activities visit: **www.yikesyc.co.uk**

Youngsters achieve gold

Derek Budd, Duke of Edinburgh's Award Officer, helped 34 Cambridgeshire youngsters achieve their Gold Duke of Edinburgh Awards.

At a special ceremony at Hinchingbrooke School, Huntingdon, Lord Lieutenant of Cambridgeshire, Hugh Duberly, commended the young achievers and awarded special letters of commendation.

Leadership success

The quality of leadership in Cambridgeshire's schools remains well above the national average. In 2007-08 OfSTED graded 77% of schools in Cambridgeshire as having leadership that was good or better and 17% of schools as having outstanding leadership, compared with 63% and 15% nationally.

Excellent leadership at Ramsey

Ramsey Junior School cares exceptionally well for pupils, according to OfSTED. Inspectors found that the majority of lessons to be good or outstanding, and praised the behaviour of the children and the 'excellent' leadership of the head teacher, Deborah Hannaford. The leadership team and the school's governing body were also praised for their leadership of the school.

Praise from No.10

Improvements at two Cambridgeshire schools led to an invitation to Downing Street.

Colville Primary School, Cherry Hinton and Swavesey Village College were two of the 100 most improved schools in the country. Improvement was measured by improved exam results over recent years. Martin Bacon, principle of Swavesey Village College, and Andrew Hastings, headteacher of Coville Primary School, attended a drinks reception with the Prime Minister, Gordon Brown and Secretary of State for Children, Schools and Families.

Top of the league

High flying students in Cambridgeshire have shown they are top class by excelling in the latest exam results.

Tables, based on 2009 A-level and GCSE results, show the county was ranked 32nd out of almost 140 local authorities for GCSE scores.

The county's sixth formers fared even better, ranking 22nd in the country.

Meet... our strategic planners

Advisers for Cambridgeshire's long-term land use

Our strategic planners oversee economic and strategic land-use planning affecting Cambridgeshire communities.

This includes statutory policy-making and development control functions. Our planners also offer professional advice on how to encourage sustainable development and stimulate our economy.

Mark Vigor, Head of Strategic Planning, who is retiring end May 2010, sums up the service:

"Making sure development and change meets all our needs and building a better quality of life, now and in the future."

Who are the teams?

Site visit – the development control team enjoy health and safety training at Needingworth Quarry

Development Control

David Atkinson, Team Manager

"Our team evaluates planning applications for mineral extraction and waste recycling and disposal. It monitors their progress to reduce impacts and plans now to meet our construction industries needs for raw materials over the next twenty years.

"The team also deal with planning proposals put forward by the Council's own service departments for schools, libraries and highway projects and inputs to the joint planning arrangements for key sites on Cambridge's fringes."

Development Strategy

Adrian Tofts, Development Strategy Manager

"We plan for Cambridgeshire's future. We input into regional and local plans and proposals for development. We're closely involved in the regional plan for the East of England to ensure that it's right for our communities and monitor development throughout the county to see how planning policies are being put into action."

Economic Development

Guy Mills, Economic Development Manager

"We work closely with partners to assist the growth of the county's economy, through policy development and exploiting external funding opportunities."

case study SuD success

Climate change and population growth planned for Cambridgeshire could mean water quality problems, water scarcity, and a greater risk of flooding.

Saff Willis has recently joined the Strategic Planning service to help develope the Council's response to flood related issues.

"Past flooding has highlighted the need for better partnership working and the Government commissioned a review of the 2007 floods to assess what could have been done better. The result is a Flood and Water Management Bill. It sets out flooding responsibilities and requires authorities such as CCC to lead work on strategies for managing local flood risk. CCC has therefore established an active partnership to tackle these tasks jointly with other local agencies."

The Bill will also ensure Sustainable Urban Drainage Systems (SuDS) are provided at new developments to absorb rainwater, reduce pressure on sewers and reduce flooding risk.

The Lamb Drove SuDs project, commissioned by CCC, is a pioneering project which has helped change the way we respond to flood risk. It showcases new sustainable water management techniques as part of Cambourne's housing development in 2006.

Initial findings from monitoring the system confirm significant advantages over conventional drainage systems, including great improvements to water quality and drainage flows that reduce the likelihood of flooding.

Early positive results are being used by Defra to guide the UK's national approach to sustainable drainage. Great news given that sustainable drainage will soon become mandatory for all development nationally.

Goodbye Brian

Brian Smith

Main awards

- Transport Local Authority of the Year, 2001 and 2007 (winner)
- European Public Transport Awards, 2003 (second)
- Beacon Status for Waste & Recycling 2009
- Beacon Status for Better Regulation, 2008
- Beacon Status for Passenger Transport, 2004
- UK Bus Award for Transport Authority of the Year 2009

Highlights

- Chairman, National Travelwise Association 1999-2002
- Chairman, Technical Advisory Group for regional planning
- Chairman, CSS Transport and Environment Committee 2004- 2007
- Chairman, Network Management Board (one of the four Boards making up the Government sponsored Roads Liaison Group)
- President, CSS 2008-June 2009

Brian Smith, Executive Director: Environment Services joined the Council in 1983. Twenty-seven years on, and a lifetime contribution for local transport under his belt, he is sadly leaving at the end of March, to pursue other interests.

Following several senior corporate roles, one of which included a joint appointment as Director of Libraries and Heritage and Director of Corporate Planning for five years, he was appointed Director of the newly-formed Department of Environment and Transport in 1996. The Department established a strong national reputation for planning, transport, economic development, environment, waste and trading standards, and received many awards.

It was thanks to Brian's leadership and approach to planning and integrated transport policies, that CCC was twice winner of Transport Local Authority of the Year. And it was recognition of his work on the Cambridge Core Traffic Scheme and the Park and Ride network that rated the authority in the European Public Transport Awards.

"I came to Cambridgeshire expecting to stay for two or three years. More than a quarter of a century later, I look back, both with a degree of surprise, but also satisfaction, at the direction my career has taken and the many interesting issues and projects – some ground breaking – with which I have been involved.

"Cambridgeshire has been an exciting, stimulating and enjoyable place to work. This is partly because of the growth area and the range of issues to address. However, the main reasons have been the colleagues and members I have worked with over the years and the creativity and hard work of its staff. My thanks to all of you."

Hello John

John Onslow has been appointed Acting Executive Director: Environment Services from 1 April 2010, for up to 12 months.

John is an existing member of our Corporate Leadership Team, seconded to Cambridgeshire Horizons as Director for Development and Deputy Chief Executive.

John Onslow

What do these items have in common?

Your business can recycle them all

Call us for more information on how we can help your business, whether it is an office, shop, pub, restaurant or builder, meet its legal obligations for waste collection and disposal.

CAMBRIDGE 01223 861010

Donarbon

CAMBRIDGESHIRE COUNCIL MAIN CONTRACTORS TO...

www.donarbon.com

ELY ROAD, WATERBEACH, CAMBRIDGE CB25 9PG

A countywide tour of Cambridgeshire

A quick guide to our county of contrasts

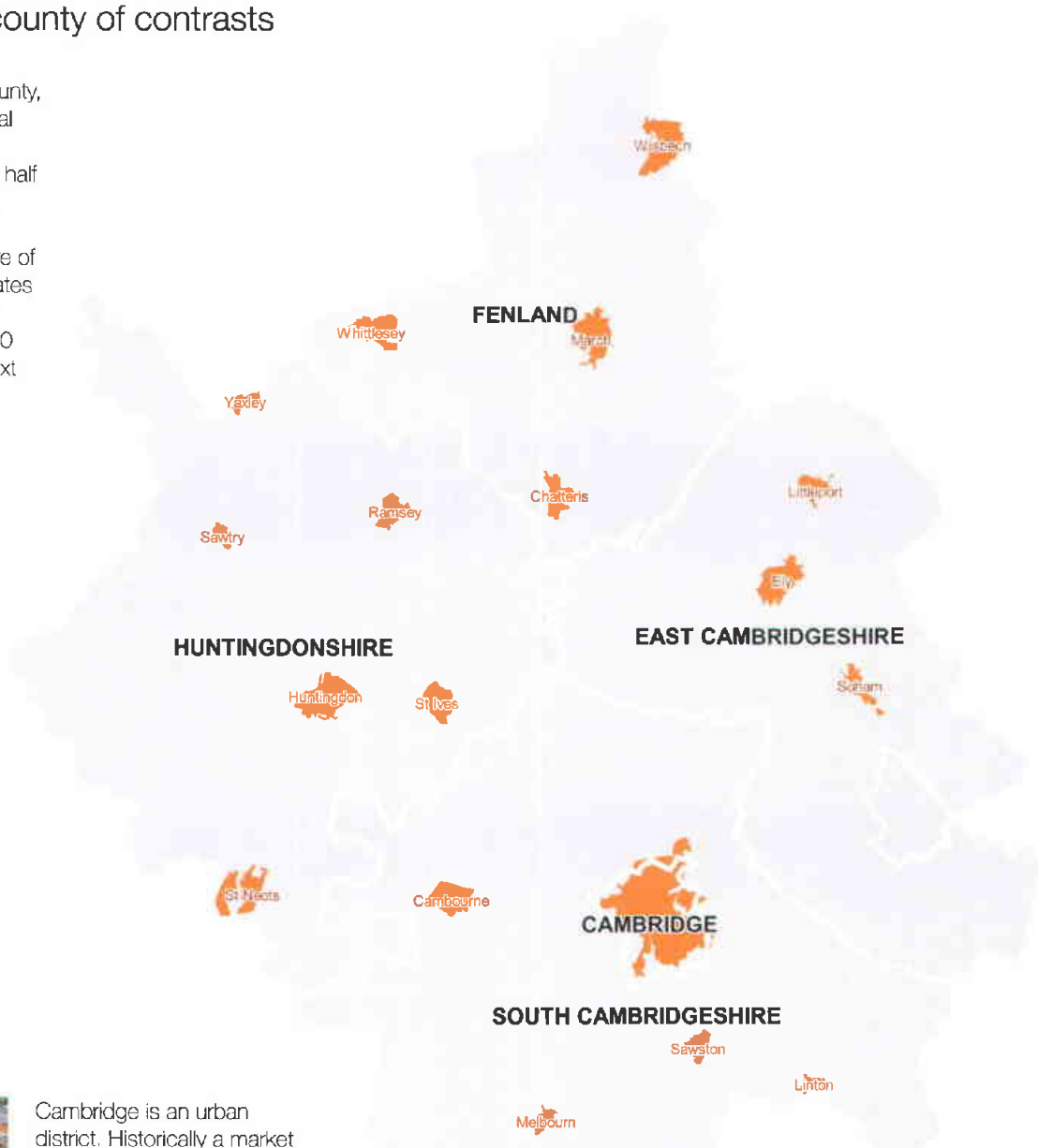
Cambridgeshire is a mainly rural county, but with contrasts. We have the rural Fens in the north and our historic university city in the south – though half of the population live in rural areas.

The county's rapid growth is changing the shape, size and nature of our communities. Population estimates were 587,200 in 2007, but we are preparing to add a projected 90,000 people to Cambridgeshire in the next 12 years.

Understanding our county is an important part of Making Cambridgeshire Count (MCC) – a way for all our partners and organisations to map out a vision for the future and build on the great improvements that have already take place.

It's all about making Cambridgeshire a great place to call home.

To find out more visit the MCC Community of Practice online at www.communities.idea.gov.uk



Cambridge

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Cambridge is an urban district. Historically a market and university city, it has become a global centre of excellence for innovation and high technology industries.

The biggest problem facing Cambridge is access to affordable housing as the average house price is £279,000 (June 2009). To try and address this, a large amount of affordable housing has already been built in Orchard Park and further housing is currently under construction in the southern fringe

- **Population:** 115,200 in 2007, forecast to increase by 31% by 2021
- **Health:** Life expectancy – 78 years for males; 82.6 years for females
- **Crime:** 136 crimes per 1,000 population Dec 2007 – Nov 2008

Cambridge City Council

The council covers a small geographical area compared to the other Cambridgeshire districts, but has a large population of residents using its services. It has retained its housing stock to provide council housing to residents, as well as the usual district services such as refuse collection, planning, licensing, running leisure facilities and transport functions like running car parks.

Chief Executive: Antoinette Jackson
Leader: Councillor Ian Nimmo-Smith
Number of Councillors: 42
Political standing: Liberal Democrat
Number of employees: 1200

East Cambridgeshire

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East Cambridgeshire has the smallest population of all the districts. Its main market towns are Ely, Littleport and Soham. Once focused on agriculture it's now a favoured choice as a prominent business location in its own right.

Property prices in East Cambridgeshire are high with an average price of £205,000 (June 2009) so finding affordable housing is a big problem. Recent developments have been built around Ely.

- **Population:** 77,900 in 2007
- **Health:** Life expectancy – 80.1 years for males and 84 years for females.
- **Crime:** 50 crimes per 1,000 population Dec 2007 – Nov 2008

East Cambridgeshire District Council

The Council transferred its housing stock over to Hereward Housing in 1993, so does not directly provide any council housing. District council services range from waste and recycling, to planning and building control.

Chief Executive: John Hill
Leader: Councillor Fred Brown
Number of Councillors: 39
Political standing: Conservative
Number of Council employees: 220

Fenland

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Fenland is a very rural district, which comprises 29 villages and four market towns. Key issues for Fenland are around raising aspirations of residents and tackling rural isolation issues due to the rural nature of the district.

The average house price is the lowest in the county at £145,000 (June 2009). It also has a large gypsy and Traveller population and the district council provides five sites and 183 traveller pitches.

- **Population:** 91,300 in 2007
- **Health:** Life expectancy – 77.41 years for males and 80.9 years for females.
- **Crime:** 79 crimes per 1,000 population Dec 2007 – Nov 2008

Fenland District Council

The Council transferred its housing stock across to Roddons Housing Association so does not provide any council housing, however it carries out all the other usual district council functions.

Chief Executive: Tim Pilsbury (retiring end June 2010)
Leader: Councillor Alan Melton
Number of Councillors: 40
Political standing: Conservative
Number of Council employees: 690

Huntingdonshire

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Huntingdonshire is the largest of the districts in terms of geography and population. A large proportion of Huntingdonshire is predominantly rural with village settlements, but it also has several market towns.

The average house price is £197,000 (June 2009) so access to affordable housing is a big issue. Several new developments are being built, including a new development at Loves Farm near St Neots.

Huntingdonshire residents are the second most satisfied residents in Cambridgeshire with 87.8% being satisfied with their local area as a place to live.

- **Population:** 162,000 in 2007
- **Health:** Life expectancy – 78.8 years for males and 82.6 years for females.
- **Crime:** 57 crimes per 1,000 population Dec 2007 – Nov 2008

Huntingdonshire District Council

Huntingdonshire District Council transferred its housing stock over to Luminus Homes so it does not have any council housing, but offers all other usual district council functions.

Chief Executive: David Monks
Leader: Councillor Ian Bates
Number of Councillors: 52
Political standing: Conservative
Number of Council employees: 1400

South Cambridgeshire

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One of the most affluent areas of the country, South Cambridgeshire covers 105 villages but does not have any towns. It has a large gypsy and traveller population and currently runs two Traveller sites providing approximately 215 pitches.

The average house price in South Cambridgeshire is £251,000 (June 2009), which means that affordable housing is a big issue to residents. To help address this issue the new town of Northstowe is due to be built which will mean building homes for around 25,000 people over a period of 20 years.

South Cambridgeshire residents are the most satisfied in Cambridgeshire according to the recent Place Survey, with a massive 90.4% saying they are satisfied with where they live.

- **Population:** 140,500 in 2007

South Cambridgeshire District Council

It offers the usual district council services and has retained ownership of its council housing.

Chief Executive: Greg Harlock (retiring end August 2010)
Leader: Councillor Ray Manning
Number of Councillors: 57
Political standing: Conservative
Number of Council employees: 580

Slow progress by Busway contractor

Busway contractors, BAM Nuttall Ltd, are addressing the final tasks needed before the route can be handed over CCC. But progress is slow.

BAM Nuttall was due to complete the entire route by the end of February last year, and since then financial damages have been applied to the contractor in accordance with the contract.

These damages will continue to apply each day until the completed route is handed over to the Council.

Bob Menzies, Head of Busway Delivery, said: "It is incredibly frustrating that we are still not in a position to announce an opening date, but until we have certainty that the contractor has completed their work we cannot make any announcement.

"They continue to work through what they need to do and tell us they are keen to get buses running as soon as possible, but progress has been much slower than we would like."

Art on buses

A new bus advertising campaign featuring designs from a local student has been launched. Robyn Wilton from Long Road Sixth Form College worked with Connexions' graphic designer, Gavin Walklate, during a 'Takeover Day'. Robyn's designs can now be seen on buses across the county advertising the service provided by Connexions.

Awards for travel planners

CCC has walked away with four awards for travel planning

At the fifth annual Cambridgeshire and Peterborough Workplace Travel Plan Awards, CCC won the following:

- Certificate of Commitment: Central Library, Cambridge
- Certificate of Implementation: Hereward Hall, March
- Certificate of Implementation: Lawrence Court and Huntingdon Library, Huntingdon
- Travel Plan Award: Sackville House, Cambourne

The awards recognise CCC's progress on more sustainable travel choices and all the options available to employees to help us make travel choices away from traditional driving.

Our package of travel plan support includes:

- ways to reduce business mileage when travelling on county business
- options such as pool bikes, pool cars and audio conferencing
- public transport and cycle discounts.

For more information visit CamWeb, type 'travel to work' into the search box, or contact Sarah Bedford, Environment and Business Travel Officer on 01223 715691.

Mill Road: the scheme, the future

Mill Road is great, but busy. We've been working to improve the safety of road users and pedestrians.

New measures are proposed to balance the safety needs of Mill Road, Cambridge, whilst not disrupting its unique character.

Our Road Safety Engineering team has led on public consultation about the road and local Councillors have provided input into the scheme, which incorporates educational and engineering measures, including:

- Reducing the speed limit to 20 mph through the commercial centres
- Improved lighting
- Joint working with Cambridge City Council on 'softer' calming measures such as road surface texturing, road markings and modernising the cycle gully gratings

new 2 reasons to cycle

1 Twenty-four new cycle parking stands have been installed or repaired on the Shire Hall site, Cambridge. This means an **extra 48 spaces for bike** parking, with **12 more racks** due to be installed soon around the Shire Hall entrance. **A drop kerb has also been installed** outside Castle Court.

2 CCC has registered as a **'Cycle to Work Guarantee'** employer, which is a nationally recognised scheme, and will be reviewing its **employee loan scheme**.

For feedback or comments about the stands contact Alison Hurley, Facilities Services Manager on 01223 715556.
For more information about cycling support visit CamWeb – type 'cyclist user group' into the search box.

BIG BUPA plans

One of the big issues raised via the Bright Ideas Efficiency forum was around how we use our buildings and how we store the things we need.

Towards the end of 2009, Cabinet gave the go-ahead for three projects as part of the Better Utilisation of Property and Assets programme (BUPA), which addresses many of your ideas.

The programme is looking at how fit for purpose our non-school properties are. Decisions are then being made on which properties the Council needs to dispose of; which may be suitable for refurbishment or re-investment.

Shire Hall project
Unless the opportunity to move arises sooner, Shire Hall will remain the Council's principal office for the next ten years, with some maintenance to make this possible. CCC will also continue to maximise use of this site through WorkWise.

Fenland project
More appropriate and extended facilities will be provided in Wisbech; while the authority's facilities in March, in particular Hereward Hall and District Council facilities in Whittlesey and Chatteris, will continue to be used.

Corporate storage and distribution project
CCC stores items in locations across the county. Most items are from library and archaeological services, but other services have storage requirements too. The problem we've always faced is the lack of a proper system for storage, administration, transportation and disposal. Also, the locations we use vary from poor quality sheds to bespoke offices.

A cost-effective corporate wide solution is now being investigated. Stock holding policies are also being reviewed to ensure only minimal stock is kept.

More information can be found on CamWeb, type 'better utilisation' into the search box.

Do our enviro actions measure up?

Carbon dioxide emissions from CCC services and the area we cover are under close Government scrutiny

CCC total emissions in 2008/09
85,142
tonnes carbon dioxide (CO_2)

NI 185: CO_2 reduction from CCC operations
This covers direct and indirect emissions from the delivery of all CCC functions and services, even if provided by contractors.

In practice this means energy used in our buildings, street lighting and travel emissions from fuel used for business mileage and fleet vehicles.

CCC transport emissions are calculated by recording vehicle type, fuel type, fuel used or distance travelled – plus vehicle age of vehicle and predominant road type travelled.

CCC's 1,223 fleet vehicles are also assessed.

CCC CO_2 emissions (kg) 2008/09	kg	%
School buildings	38,949,403	45.7
Non-school buildings	6,329,722	7.4
Streetlights	5,447,587	6.4
Business mileage	2,685,716	3.2
Fleet vehicles	1,370,425	1.6
Contracted services	30,358,827	35.7
Total	85,141,680	100

NI 186: Reduction in Cambridgeshire's CO_2 emissions
This data is based on industrial and commercial emissions, domestic housing and road transport

NI 186	Year	Industry and Commercial (ktonnes)	Domestic (ktonnes)	Road Transport (ktonnes)	Total (ktonnes)	Per Capita Emissions (tonnes)
Cambridgeshire	2005	2,093	1,390	1,681	5,165	8.9
	2006	2,014	1,426	1,664	5,103	8.7
	2007	1,959	1,390	1,685	5,034	8.4

Figures are published by the Department for Energy and Climate Change, approximately 21 months in arrears

The Hive

CCC's Cabinet has approved plans to create a multi-million pound education and enterprise park called The Hive.

The Hive will help:

- professionals, technicians and businesses working in construction who want to update their skills to adapt to a low-carbon economy
- young people looking for vocational training in modern, sustainable construction techniques
- businesses set up to tackle a social or environmental need
- employers who need training or development solutions for their employees

The Hive is a partnership between CCC, Cambridge Regional College, Citylife and BRE. It's part-funded by Housing Growth Fund money allocated by Cambridgeshire Horizons and the East of England Development Agency.

It will be home to three projects: SmartLIFE Low Carbon, SmartLIFE Eco-homes Innovation Park and the Good Business Centre. For more information visit http://camweb/es/er/innopart/currentprojects/thehive.htm

5 minutes with...

Ricky Pankhania, Chair, CMEEN

To Ricky, the Cambridgeshire Minority Ethnic Employee Network (CMEEN) is so much more than an employee support group. It's an expert resource for CCC and an opportunity to socialise, have fun and meet different people.

Ricky Pankhania is a Business Support Assistant for CYPS and was appointed as chair of CMEEN at the end of last year. He is excited about the group and its future role and development.

> "We like to celebrate diversity through food and informative displays – food always brings people together."

Why is CMEEN so important?

"It encourages people to meet and network with colleagues from diverse cultural and ethnic backgrounds. It's a forum to discuss work related issues and share positive or negative experiences. We also work with the Corporate Policy Team and attend the Council Diversity group to give advice and feedback on consultations.

"We recently ran a Chinese New Year exhibit complete with delicious Chinese cuisine. More events are planned and all employees are invited. We want colleagues from every cultural background to meet up, share ideas and learn from each other. That's what diversity is all about.

"We invite guest speakers to talk on a range of equality and diversity topics, and we're looking for more people to volunteer. We've also introduced a bi-monthly newsletter, which provides details of events and festivals, and general information for CMEEN members. It's on CamWeb."

What's in CMEEN's future?

"CMEEN should be seen as a Council resource; employee support groups are well placed to advise on diversity and equality issues. As well as providing input on policies and consultations, it helps employees to engage with and understand the needs of ethnic communities.

Above: Excited about CMEENS future – Ricky Pankhania, Business Support Assistant, CYPS

> "I'd love to see CCC as culturally aware and diverse in make-up as some of our schools and wider community. To make this happen we welcome people to come along to our meetings, see what we do and get involved in our work."

Recent CMEEN activities

Black history month

Celebrated with food, poetry and events around Cambridge in October. The Bailey Rooms served Caribbean meals and a selection of literature and links to external websites were made available through CamWeb.

Diversity calendar

Events, national days, religious dates, festivals and links to external websites. Available on CamWeb.

Guest speakers

Please keep a lookout on Daily Briefing and CamWeb for details of talks on a range of equality and diversity topics.

The next CMEEN meetings are Thursday 11 March and Thursday 13 May, Octagon Conference Room, Shire Hall. Everyone is welcome. For further information about CMEEN, to join the mailing list, or to volunteer as a guest speaker, please contact Ricky Pankhania, Elsa Evans or Temitope Oketunji.

A date with DIADEM

CCC's disabled employees and Members group, DIADEM, meets in the Ramparts, Bailey Rooms 2- 4pm on the following Wednesdays during 2010. Disabled employees are invited to go along to Ramparts Room before the main session at 1:30pm for informal discussions.

- 12 May 2010
- 30 June 2010
- 8 September 2010
- 3 November 2010

For further information on DIADEM contact andy.purnell@cambridgeshire.gov.uk or visit the group's CamWeb pages.

Top employer for LGB&T

CCC has kept its position in a list of the top 100 best places to work for lesbian, gay, bisexual and transgender employees – placing us 90 in the top 100, for the third year in a row.

Every year Stonewall publishes its 'Workplace Equality Index', which is the definitive national benchmark highlighting Britain's top employers for equalities. This year the competition was tougher than ever as Stonewall has seen a vast increase in the number of organisations taking part.

Stonewall TOP 100 EMPLOYERS 2010

Are you a caring employee?

A carer spends a significant proportion of their life providing unpaid support to family or friends who are ill, frail, disabled or have mental health or substance misuse problems.

Caring is often an age related experience, mostly affecting 40-60 year old people with elderly parents or relatives.

It's often not an easy task and there are no monthly pay slips. Carers, who also work, can be under a lot of pressure and one in five need to give up work to cope with their caring responsibilities.

Ann Davison, Carers Development Manager explained, "CCC recognises that many employees have caring responsibilities outside of work and sometimes it can be hard for them to juggle these responsibilities alongside work commitments."

Carer friendly

CCC has a strategy and policies in place to support family carers in employment and can give specialist advice. It's a council-wide priority. But in practice, good use of these policies depends on the attitude of line managers.

If you are a manager, do not assume carers will identify themselves within your teams; often they hide their responsibilities to show it doesn't affect their work. And remember – CCC needs managers to help provide that extra help when it's needed.

CARING SUPPORT

FLEXIBLE working

All employees are encouraged to request flexible working arrangements to achieve a better work life balance (some may have statutory right to make such a request). This helps manage caring responsibilities and work commitments more effectively. Different arrangements include:

■ compressed hours (9-day fortnight) ■ flexi time ■ TOIL ■ annualised hours

COMPASSIONATE leave

This is reasonable time off primarily for emergency situations, which may affect dependents. It can also be used for planned situations where the presence of the employee is critical.

CAREER break

A career break is unpaid. You may request a minimum of one month and a maximum of 12 months. The most time you can take off is 12 months in any seven-year period of continuous work.

CARING BY NUMB3RS

6 million carers nationally

80% of carers are working age; most are 45-64 years old

400,000 carers combine work with 20+ hours of caring / week

200,000 carers combine work with 50+ hours of caring / week

2.3 million people move in and out of caring each year

1 in 7 employees are likely to be carers

■ Visit the carers web page, which includes a Carers' Support Directory – a guide to local and national support for carers, at www.cambridgeshire.gov.uk/social/carers/supportforcarer.htm
■ Cambridgeshire's Carers' Support Team offers information and support and helps carers share experiences. Email duty.carers@cambridgeshire.gov.uk
■ Visit CamWeb for more employee carer advice, type 'carer' into the search box.

case study Sue Mayes

Sue Mayes, 49, is a full-time Carer Support Manager at Hilltop Carers Centre.

Outside of work, Sue has been looking after her elderly, divorced parents for seven years.

"Mum's 85 years old, she lives in sheltered accommodation having suffered a stroke; she also has alzheimer's. A care agency helps four times a day; she visits a day centre twice a week and Crossroads visit and take her out. I visit her three times a week to do her washing and shopping, and help with hospital appointments. It's easier now she has support.

"Dad's 81 years old and lives alone in his own home. He has a benign brain tumour and takes medication for epilepsy. He doesn't like not being in control and struggles to manage in his own haphazard way. He's refused hospital monitoring and I visit him every week, though he phones me up to six times a day.

"If it wasn't for the Council's support my life would be a nightmare. I feel 100% supported by my line manager. She allows me to work flexibly and manage my own time. I work flexible hours, including working from home if I need to.

"I would say to anyone who finds this situation creeping up on them to seek help as soon as possible. Talk to your manager about your situation, or speak to the Council's HR Team. Get yourself on social services radar, find people like yourself to talk to. Coping on your own can be isolating and draining mentally and physically."

Trim and streamlined

It's a description of the falcon. It also characterises the type of organisation IT can help us become. The latest version of the Council's IT Strategy, sets out how we plan to make it happen.

The strategy is produced every three years, and was approved by December's Cabinet. Consultation was wider than ever – with employees, partners and Councillors.

YOU SAID you wanted:

- lower costs
- a flexible, customer-focussed workforce – not tied to a traditional office base and hours, with access to tools and information to do the job
- less office accommodation and environmental impact
- effective team and partnership working
- simpler, cheaper, faster processes; less bureaucracy and form-filling.
- more use of the web for everyone to control their own access to information, services and participation.

YOU CAN EXPECT the IT Strategy to:

- access to systems from wherever you need to work
- more self-service for everyone using simplified on-line processes in place of paper forms.
- more assessment and inspection type tasks done on-the-spot, with fewer returns to office base.
- more partnership working; sharing offices, systems and information.
- more meetings held virtually using conferencing and collaborative technology; less travelling to meetings
- less choice and standard tools

- For more information contact Chris Rundell, Client Services Group Manager on 01223 699010.
- The full strategy is on CamWeb, type 'IT strategy' into the search box.
- More news and employee roadshows coming soon.

It's a gentle website webolution

Our website is improving, but it's going to slowly evolve. Users have told us they are familiar with the site and don't want a big-bang redesign, but there is lots of room for improvement.
Feedback from our SOCITM website survey said:

"I would like a map of the route park and ride buses go"

"The rubbish tip opening hours didn't include Christmas holiday opening times"

"No dates of mobile library visits"

In fact, our users simply want to find what they're looking for. So we're developing our web page design and content; working with Services on most requested, popular content and supporting all our web authors with extra guidance.

From March to May look out for new page designs.

New conference facilities at Cambridge's second oldest College

CLARE COLLEGE CONFERENCING
CAMBRIDGE

- Environmentally sustainable conference facilities
- Conveniently located 5 minutes from Cambridge centre
- Access to 100 car parking spaces nearby
- 150 seat auditorium
- Flexible syndicate rooms
- Free internet access in all bedrooms and meeting rooms
- High quality AV equipment in all meeting rooms
- Day delegate rates from £40.00 + VAT and 24 hour rates from £101.00 + VAT
- 200 bedrooms available during vacation including our new, executive rooms
- 17th century architecture provides the perfect traditional backdrop to our comfortable, modern conference facilities

Our experienced, friendly conference team; Sally, Freya and Lynda would be delighted to help you with your enquiry.

T 01223 333203 E conferencing@clare.cam.ac.uk
www.clare.cam.ac.uk/conferencing

Switch-off and save

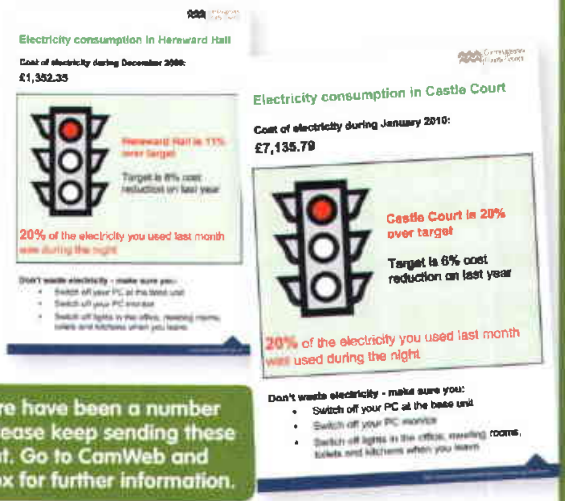
Electricity consumption posters showing usage on our sites can now be found at Castle Court and Hereward Hall.

Each poster shows how we're meeting our electricity-saving targets.

It cost £1,352 to provide Hereward Hall with electricity for December 2009, which is 11% over target.

It cost £7,135 to provide Castle Court with electricity for January 2010, which is 20% over target.

Our Energy Management team is planning to roll these posters out to other CCC sites every month to let employees know how well each site is doing.


Electricity consumption in Hereward Hall
Cost of electricity during December 2009:
£1,352.35
20% of the electricity you used last month was used during the night
Electricity consumption in Castle Court
Cost of electricity during January 2010:
£7,135.79
Castle Court is 20% over target
Target is 6% cost reduction on last year
20% of the electricity you used last month was used during the night
Don't waste electricity - make sure you:
Switch off your PC at the base unit
Switch off your PC monitor

Since the launch of Efficiency Bright Ideas there have been a number of suggestions about electricity use at CCC. Please keep sending these so we can try to become more energy efficient. Go to CamWeb and type 'energy management' into the search box for further information.

Climate Comment

Green boost from local libraries

Christine May, Acting Head of Libraries and Archives, discusses Cambridgeshire Libraries new 'green' service

Christine May

> "We're always looking to enhance the services we offer to residents through our network of libraries."

"In addition to the range of traditional services we offer; we are helping local residents to become more environmentally friendly by providing home energy meters for loan.

"The meters, which easily connect to a household's electricity supply, provide residents with real-time information on electricity use and running costs to help residents cut costs and reduce their environmental impact.

"Similar loan schemes in other parts of the UK have helped residents to save up to 15 per cent of their annual electricity bill.

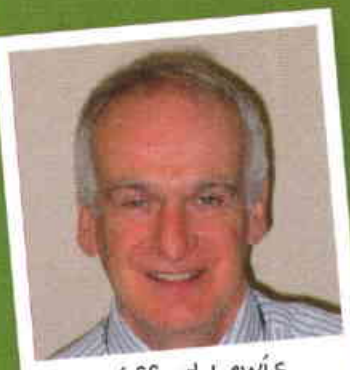
"Forty meters are available for library users to borrow – free of charge – from the Council's main hub libraries: Cambridge Central, Ely, Huntingdon, March, St Ives and St Neots.

"Users of the newly opened Wisbech library will also be able to borrow the energy meters from the start of April."

For more information on the library loan scheme go to CamWeb and type 'energy meter' into the search box, or contact the Environment Policy and Projects team on 01223 715560.

Did you know?

Employees can borrow an energy meter to monitor their own household electricity use from Environment Policy and Projects



Gifford Lewis

New head, new challenge

Gifford Lewis has recently joined CCC as Head of Waste Management. He joins us from Suffolk County Council where he was Acting Head of Waste since 2005.

As an Environmental Health Practitioner, Gifford worked with District Councils before joining Braintree District Council, becoming Assistant Director of Environmental Services. He then took on the challenge of creating a new Government Executive Agency. After four years as Regional Director of the Meat Hygiene Service he had the opportunity of spearheading national food policy with the Department of Health in the run up to the creation of the Food Standards Agency. He moved back into local government with Babergh District Council before joining Suffolk County Council.

The big tasks ahead for Gifford include ensuring our new Mechanical Biological Treatment Plant meets expectations and targets. He's also working with Donarbon to make sure our long term contract continues to work well.

> "My challenge is to ensure quality, value for money services, that meet the environmental sustainability of an increasing population."

diary dates

Local Transport Plan

Have your say on the blue print for future transport schemes. There are still opportunities to visit exhibitions around the county:

- **LINTON** 11 March, 4pm – 8pm, Linton Community Sports Centre
- **CAMBRIDGE** 17 March, 9am – 8pm, Lion Yard
- **ELY** 18 March, 2pm – 7.30pm, Ely Library
- **YAXLEY** 22 March, 4pm – 8pm, Queen's Park Hall
- **WHITTLESEY** 24 March, 2.30pm – 6.30pm, Whittlesey Library
- **CHATTERIS** 26 March, 12pm – 8pm, Chatteris Council Chambers

External grants: how do you get yours?

What's your experience of applying for grants and funds? A grants and funds survey is running from 1-31 March:

- how do you find out about them?
- what might put you off applying?
- who do you apply to?

Visit http://camweb/es/er/innopart/externalgrantsandfunding/

HR payroll dates

	Payroll closure for all claim forms (i.e. overtime claims,relief claims etc)		Final date for managers to request changes/leavers (e.g. change in hours)		Pay day	
	Admin	Education	Admin	Education	Admin	Education
Apr	1 April	6 April	1 April	7 April	23 April	30 April
May	4 May	4 May	4 May	5 May	24 May	28 May
June	4 June	4 June	4 June	7 June	24 June	30 June

Faxed claim forms are not accepted. All claim forms should be filled in using decimals not minutes i.e. 1 hour 15 minutes should be recorded as 1.25.

More details can be found by searching "Payroll deadlines and pay days" on CamWeb.

ROC stars

STAR... Tony Rea

Service Analyst, Tony, is officially a star for his excellent customer service working in the IT Service Support team.

Nominator Sam Smith, Operational Support Group Manager told judges how Tony volunteered to work from 10pm to 1am to make sure employees could continue to use their email. Not only did he solve the problem, but he was back in work the next day for business as usual.

GEM... Anne Tubridy

Anne has gone the extra mile working with adults with learning disabilities in the St.Neots area.

One of her classes is horticulture. She worked with a group of 10 learners to transform a neglected garden into a thriving vegetable and flower garden.

Anne's described as an exemplary tutor and member of the local community. "Without Anne's energy and commitment it would be almost impossible for a venture like this to be successful. She is highly skilled in managing and motivating people with limited skills to achieve beyond their apparent potential."

EXCELLENT... Development Strategy Team (Environment)

The Development Strategy Team from Strategic Planning has been recognised for organising a joint response from Cambridgeshire to the Regional Assembly's Review of the Regional Spatial Strategy. The team comprises Mark Vigor, Adrian Tofts, Wendy Hague, Stewart Patience and Chris Blackman. They steered, resourced and delivered an innovative communications and engagement strategy. Their hard work has been praised by Mark Lloyd, Chief Executive and Alex Plant, Chief Executive of Cambridgeshire Horizons.

Find out more – see page 10.

ROUND of applause

E-we're good

CCC, along with Northamptonshire County Council and Fujitsu, was nominated for an e-Government excellence award for shared services. Although CCC lost out to Kent Connects, we were up against the Home Office, the Royal Navy, and the National Policing Improvement Agency.

Cambourne's silver service

- The Vine Inter-Church Primary School in Cambourne has won the Food for Life partnership silver award from the Soil Association, for developing healthy eating, growing and sourcing sustainable food. It is the first silver award to be presented to a Cambridgeshire school.
- Sarah Allen, Catering Manager at the school, has finished third in the UK's Best Dinner Lady Awards.

Sarah reads Jamie Oliver cookbooks and serves nutritious meals using the ingredients grown at the school. The competition was judged by Chef Raymond Blanc, Blur bassist and cheesemaker, Alex James.

Sarah Allen, one of our best dinner ladies with Raymond Blanc

Five stars for Bailey Rooms

The Café at the Bailey Rooms, Cambridge scored five stars in a recent inspection.

Scores on the Doors, which is operated in conjunction with the Food Standards Agency, is a food hygiene rating aimed at improving and maintaining standards. A rating of five stars demonstrates a very high standard of food safety management. Cafés at Castle Court and Shire Hall have also achieved high inspection ratings.

You're all a qualified success

CCC employees are so skilled we thank them twice.

CCC held its first learning award ceremony in 2003 and since then numbers have increased so dramatically that two ceremonies a year have been organised. Over 290 industrious

employees were congratulated at a ceremony in December last year. The next ceremony is planned for Tuesday 15 June at Murray Edwards College. There is also a ceremony planned for the first group of NQSW award winners. This will take place on Tuesday 9 March at Oliver's Lodge.

More praise for Riverside Bridge

Riverside Bridge, Cambridge has received further plaudits when picking up second place at a recent ceremony. The bridge was described as an exemplar scheme at the East of England Regional Planning Achievement Awards, organised by the Royal Town Planning Institute. CCC was praised for its level of engagement with the local community.

Bus by web

Bus passengers now have better web information. Our revised pages include more up to date information, more detail and a more user-friendly service. **Why?** Because bus users asked us to.

Improvements include:

✓ a **simpler homepage** which groups together popular services

✓ links to **Traveline** – the national online timetable provider – for **faster and more accurate** Cambridgeshire information.

✓ automatically **updated timetables** to show changes **when they occur** and allow journey planning

Visit www.cambridgeshire.gov.uk/transport/around/buses/

(CWMar)

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All the profits from your purchases will go towards the care of the animals across all three of our Shelters.

Cambridgeshire Atlas

Take a look. Cambridgeshire Atlas shows Place Survey results at ward level and includes a customer insight tool called Output Area Classification (OAC). Each small geographical area of about 150 households has been assigned an OAC group, based on socio-demographic factors.

Our Chief Executive is a 'City Liver' in an area where 90% of people are satisfied overall with the local area as a place to live.

By overlaying OAC groups onto the Place Survey results we gain a greater understanding of community views on issues related to satisfaction with CCC and our local area.

Find Cambridgeshire Atlas at www.cambridgeshire.gov.uk

Aha – good **learning** point

Our Internal Audit Team often uncover ways we could do things better, while conducting audit reviews. These learning points are of benefit to us all.

On every audit report there is a unique 'Internal Audit Learning Point' section. These are sent out on our Daily Briefing and also posted up on CamWeb.

Learning point 1

Budget holders: report your efficiency savings

If you identify savings from increasingly efficient processes don't forget to discuss these with your financial adviser. Even if these efficiencies are being reinvested within the service, the Finance and Performance team will be able to report these to Members.

If you are unsure as to whether the savings you have made are efficiency savings – discuss these with your financial adviser who will able to confirm this for you.

Learning point 2

Have you set your targets right?

It is important to set 'SMART' targets – Specific, Measurable, Achievable, Relevant and Timely.

Achieving these ensures helps us measure our performance in the future. When you are setting your targets for the year, be they in Service Plans or in your own appraisals – make sure your targets are SMART.

Find more learning points on CamWeb, type 'Internal Audit Learning Point' into the search box. More updates in future Countywide issues.

Fly the flag The Union Flag now flies outside Shire Hall on a daily basis, at the request of Members. Regulations say there are 19 days on which the Union Flag should be flown on Government buildings; local authorities can fly the Union flag whenever they wish, subject to local planning requirements.

Harmonious partnership

The Kreis Viersen School of Music in Germany, and local school and youth choirs, have been invited to sing with CCC's choir in a FREE music workshop. The choirs will sing Adiemus by Karl Jenkins to celebrate Europe Day, 6.30-7.30pm, Saturday 8 May at Emmanual Church, Trumpington Road.

Funded by the European Parliament, the event which will include some 150 singers, aims to improve social and commercial relationships with our twinning partner.

WANTED: Volunteers

Volunteers are needed to host our German guests in single and double rooms for three nights. If interested please email eilis.cronjaeger@cambrigeshire.gov.uk or call her on 01223 699190, to discuss details.

The audience is invited on a first come, first served basis on the evening – arrive early.

YOUR social diary

Future events organised by CCC's Social Club for all employees.

- **March 21** – The Vitality Show, Earls Court, London. Contact: Meredith Hudson
- **April 21, 7.30pm, Bailey Rooms, Shire Hall** – With ever popular quiz master, Adrian Dobbyne. Quiz team names and numbers to Adrian please.
- **April 24** – Day trip to London. Suggestions are welcome – do what you want, sightseeing, visit a museum/art gallery, shop or go to a matinee theatre show.

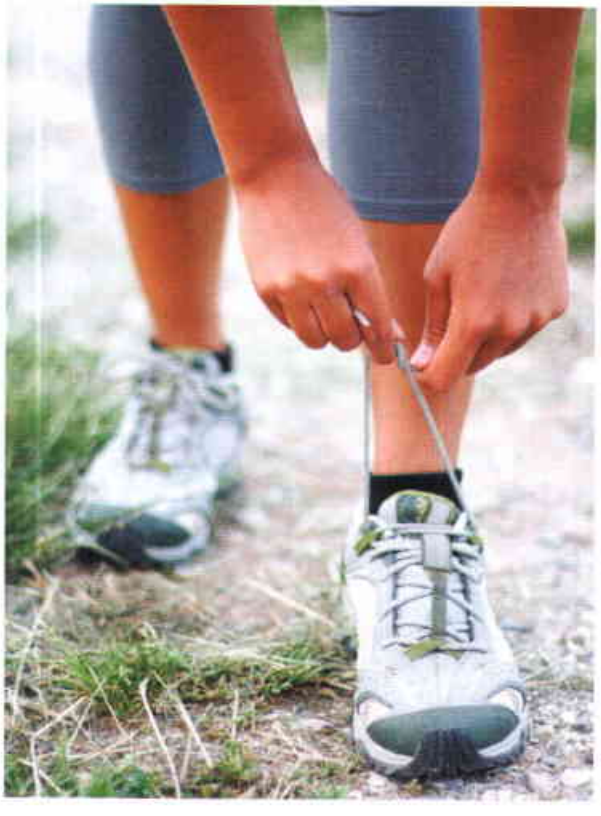
"We are trying to get tickets for 'Wicked' if people want them, always good value as we get a great group discounted price." Contact: Jessie Wear

- **June 18** – BBC Gardeners World Show and the Summer BBC Good Food Show, Birmingham NEC. Contact: Maxine Harriman.

New Chair of the Social Club, Jane Busby said "Trips currently arranged seem to be centered around Cambridge and Huntingdon, so the committee is looking at organising trips further afield. All ideas welcome, including group discounts with theatres in Peterborough, Kings Lynn and Wisbech."

Sport Relief 19-21 March: Contact Centre involvement

Good sports at the Contact Centre in St Ives will be providing a telephone donation service on Sport Relief night, Friday 19 March. Volunteers from across CCC will be working through the evening taking phone calls from the public pledging money.
www.sportrelief.com



HR Policy on the run

Marathon efforts are being put in by Sarah Haig, HR Policy Manager and Maxine Harriman, HR Policy Manager (Pay). Both are running the 2010 Virgin London Marathon, a first for both of them.

Sarah Haig is raising money for Unicef, Unite against AIDs campaign, helping children worldwide infected with or orphaned by HIV and AIDs.

"Running the London Marathon is a long held ambition. I've just turned 30 years old, had a baby and felt ready," said Sarah. "I'm even running the six miles into work to fit the training in.

"I've raised nearly £1,375 towards my £1,600 fundraising target through cake sales, collection tins and selling stuff on ebay. But really need some extra help over the last few weeks."

Maxine Harriman is raising money for St John Ambulance.

For Maxine, it's a very big personal challenge. "I am very new to running so I've had to put a lot of training in, going out in all weather! Hopefully it will pay off.

"I was lucky to secure a ballot place, but have set myself a fundraising target of £750. You may even spot me out training – I'm the one in the fetching pink fluorescent jacket!"

Sponsor our marathon managers

To help Sarah reach her target visit **www.justgiving.com/sarah-haig** or call into Shire Hall, Room 206.

To help Maxine visit **www.justgiving.com/MaxineHarriman**.

Look out for updates on Sarah and Maxine's training and fundraising in future issues of Hubbub.

CCC's Celebrity Chefs

As part of the Fit for Business competition to find winning healthy recipes, we are pleased to bring you our next healthy, winning dish.

Following on from Stewart Harris' delicious smoked haddock, leek and emmental pie recipe in January, we now have another main course dish.

Kate Higney's lemony chicken recipe take's just 10 minutes to prepare and 55 minutes to cook. She said, "This serves four people. It's really tasty. My recipe includes pasta, but it's also great with brown rice."

All winning recipes have been prepared and sold to employees at The Bailey Rooms, Cambridge.

Judge and Executive Chef, David Hawe

Lemony chicken

Ingredients

- Eight chicken drum sticks or thighs
- Two lemons
- One tablespoon of honey
- Two carrots
- Two onions
- Healthy cooking oil (e.g. non saturated)
- Salt and pepper
- Black olives, chopped (optional)
- Two cloves garlic
- Pasta twists or brown rice
- Frozen peas

Start by preheating the oven to 200C/400F/Gas 6. Slice diagonally into the chicken skin and arrange in a roasting tin. If you like garlic, slice it and inset this into the chicken. Squeeze the juice of one lemon over the chicken pieces, then brush the honey over the chicken on both sides.

Put the chicken into a roasting tin, and pour over a bit of healthy cooking oil. Add a tiny amount of salt and pepper to taste. Peel the carrots and cut into strips. Peel the onions and cut into large segments. Add these to the roasting tin. Cook for 55 minutes, but check that the chicken is well-done, some large drum sticks can take longer. Turn over half way through. Add the pasta twists to a pan with boiling water for 10 minutes (although check the packet for actual cooking times) and half-way through add the frozen peas.

competition

Win tea for two

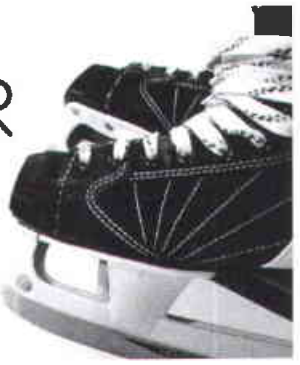
Fit for Business promotes mental health and wellbeing. That includes taking time out every so often. So – Countywide has teamed up with The Bailey Rooms, Cambridge to offer one employee tea or coffee and cake for two. To win this sweet little treat simply email countywide@cambridgeshire.gov.uk with an idea for a countywide article. The best idea used wins the prize.

FIT KITS to hire

Three fit kits are available to hire out, for up to two weeks at a time. Contact Danielle Hamilton, 01480 398257 or email Danielle.Hamilton@cambrideshire.gov.uk

Full fit kit details can be found on CamWeb – type 'Fit Kit' into the search box.

HOLIDAY ON ICE COMPETITION WINNER



In January's Countywide we ran a competition to win a family ticket to the opening show of Holiday on Ice at the East of England Showground in Peterborough. The lucky winner was Tina Birch, HR Business Services Administrator based in Chatteris. She said "I had a lovely time at the opening show. It was absolutely brilliant. Me and my friend took our boys, and we all really enjoyed it. We had front row seats, which was great. We also got to meet Robin Cousins."